

## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJORISSUE REPORTS**

- Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKETSTUDIES**

- Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

- Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

- Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.



### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendors service policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.





## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

- **Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- **Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- **Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

- **Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- **Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

#### Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### • ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

- Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

- Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.



### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.





## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

- Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

- Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

## **MAJORISSUEREPORTS**

### **Third Party Maintenance Markets 1988-1992**

Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

### **Pricing of Customer Service**

Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

### **Education and Training**

Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

## **MARKETSTUDIES**

### **Automated Service Systems**

This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

### **Disaster Recovery**

Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.



### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJORISSUEREPORTS**

- **Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- **Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- **Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKETSTUDIES**

- **Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- **Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

#### Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

#### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service



and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

- **Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- **Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- **Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

- **Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- **Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

#### Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

- Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

- Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.





## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

## **MAJOR ISSUE REPORTS**

### **Third Party Maintenance Markets 1988-1992**

Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

### **Pricing of Customer Service**

Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

### **Education and Training**

Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

## **MARKET STUDIES**

### **Automated Service Systems**

This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

### **Disaster Recovery**

Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

#### Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### • ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

- **Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- **Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- **Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

- **Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- **Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.



### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendors service policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.





## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

#### Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

## **MAJORISSUE REPORTS**

### **Third Party Maintenance Markets 1988-1992**

Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

### **Pricing of Customer Service**

Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

### **Education and Training**

Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

## **MARKET STUDIES**

### **Automated Service Systems**

This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

### **Disaster Recovery**

Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

#### Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

- Third Party Maintenance Markets 1988-1992**

- Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

- Pricing of Customer Service**

- Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

- Education and Training**

- Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

- INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

- Automated Service Systems**

- This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

- Disaster Recovery**

- Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.



### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendors service policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## IMPORTANT RENEWAL INFORMATION

### 1988 CUSTOMER SERVICE PROGRAM EUROPE (CSPE)

#### PROGRAM DELIVERY MODES

- 2 Meetings
- 1 Full Market Analysis Report
- 3 Issue Reports
- 4 Market Studies
- Client Support

Annual Service Market Analysis Report

Major Issue Reports

Market Studies

Client Support

- Client Inquiry Service
- Bi-monthly summaries
- Two meetings at your site

#### Introduction

INPUT'S European Customer Service Program provides the detailed customer service information you need to:

- Increase customer service market share
- Forecast future service requirements
- Anticipate competitive service offerings
- Make effective training and personnel decisions
- Address the customer service challenges facing your organization

CSPE will provide research-based studies, presentations, informative meetings and continuous client inquiry and support services.

#### Program Description

Customer service user requirements, expenditures, vendors service revenue, response times, repair times, turnaround times, system availability ratings, and crucial customer service issues are analyzed and presented for six specific markets. They include the United Kingdom, France, West Germany, Italy, Benelux countries and Scandinavia.

INPUT's comprehensive research, the basis of all the customer service program analyses, covers:

- Software maintenance and support (applications & systems software)
- Large Systems (mainframes, plug-compatible peripherals)
- Small Systems (minicomputers)
- Office Systems (personal computers, word processors, workstations, copiers)

#### Research-Based Studies

Based on more than 1500 user interviews, INPUT will provide research-based analysis as follows:

##### ANNUAL SERVICE MARKET ANALYSIS REPORT

This report will present and summarize the data collected from INPUT's 1988 annual user survey of the customer service market in the European computer industry.

The report will present data from customer service "users" that service management can use to assess their company performance against that of their competitors (hardware systems will be categorized as small, medium, or large). Key aspects of service

and support for both hardware and software will be covered, including importance and satisfaction levels for response times, fix times and systems availability.

Other areas examined will include user preferences on bundling, training requirements and future service needs. In addition information about the trends in defined aspects of service are presented in order to allow internal comparative performance evaluations to take place.

The report will include information on market size and vendor share prepared from vendor DP (published) revenues and the estimated proportion of these revenues attributable to the service and support operation. This is cross-checked against other published data and independent INPUT research.

- **MAJOR ISSUE REPORTS**

**Third Party Maintenance Markets 1988-1992**

Will provide an examination and analysis of trends and opportunities in TPM in Europe. The report will include evaluations of the largest individual country markets and profiles of TPM vendors. User attitudes to TPM, both positive and negative, will be analyzed.

**Pricing of Customer Service**

Pricing is one of the key marketing decision to be made for any product or service. This report will examine and analyze customer perceptions of the level of importance and acceptability of service pricing of software and hardware support.

**Education and Training**

Increasingly an opportunity for business development within the customer service organization, education and training has become an area of focus for independent service vendors and software houses. The need for key skills in information technology and their shortfall in the marketplace are important drivers for this business area. INPUT has estimated that this market will reach over \$3 billion in Western Europe by the early 1990's. The current phase of buoyant growth is fostered by increased awareness of skilled human resources as a corporate asset, rapid technological change, increased range of software productivity tools and the growth of end user computing.

INPUT's 1988 report will examine this market in detail, identifying the areas of future growth and the marketing strategies being adopted as well as user attitudes and needs in an area of scarcity of skilled people and burgeoning need.

- **MARKET STUDIES**

**Automated Service Systems**

This short report will provide a synopsis of the state of the art in this area and the opportunities for implementing automated service systems.

**Disaster Recovery**

Hot and cold recovery services will be examined together with an analysis of customer importance perceptions for these back-up services. Market opportunities will be discussed.

### Inventory Control of Spares

This report will provide a consultative review of the range of spares inventory strategies available to the service manager enabling service and cost optimization.

### Changing User Requirements

This report will provide an overview of the changing customer perceptions of support and service needs as revealed by INPUT's comprehensive user research program. The analysis will be broken down by country and industry.

## **Client Support**

### ☐ Hotline Client Inquiry Service

Call INPUT's Customer Service Hotline and receive the answers to your most challenging questions—within your timeframe. In many cases, INPUT's consultants can respond immediately. If further investigation is required, CSP consultants will interview vendor organizations, obtain product and marketing literature for you, obtain service pricing information, consult INPUT's CSP research data base, or conduct other research to supply the information you need. Sample hotline questions are:

- *"What are monthly maintenance charges (MMC) and time and material (T&M) rates for the three top-selling laser printers?"*
- *"Who services Datapoint equipment in Europe? I need this information quickly!"*
- *"We are planning to enter the third-party maintenance (TPM) market; can you inform us of TPM discounting practices in the United Kingdom?"*
- *"Do TPM vendors provide software hotline service? If so, what are terms and contract structure?"*
- *"How much revenue do the top five European equipment suppliers derive from service?"*

### ☐ Bi-monthly Summaries of Service Developments - Topical news about customer service in Europe and the USA (e.g. new vendorservice policies, service offerings, vendor performance).

### ☐ Meetings At Your Site

Two meetings will be held at your Western European site. At one, INPUT's CSPE consultants will present an executive overview of research conducted during your subscription year. This informative, interactive meeting will focus on opportunities and challenges facing your company. The second meeting will be arranged to meet your specific requirements. Travel expenses are additional and will be billed separately.



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date





## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$\_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$\_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

\_\_\_\_\_

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date





## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

Yes! Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date





**Service Renewal Agreement**

**INPUT's  
Customer Service Program - Europe  
(CSPE)**

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

**TERM OF SUBSCRIPTION**

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

**TERMS OF PAYMENT**

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

**CONDITIONS AGREEMENT**

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

**Authorized By:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

**Accepted By INPUT:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



**Service Renewal Agreement**

**INPUT's  
Customer Service Program - Europe  
(CSPE)**

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

**TERM OF SUBSCRIPTION**

The initial term of this subscription will be for twelve (12 ) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and it's attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

**TERMS OF PAYMENT**

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

**CONDITIONS AGREEMENT**

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

**Authorized By:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

**Accepted By INPUT:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

\_\_\_\_\_

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date





## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



**Service Renewal Agreement**

**INPUT's  
Customer Service Program - Europe  
(CSPE)**

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

**TERM OF SUBSCRIPTION**

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

**TERMS OF PAYMENT**

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

**CONDITIONS AGREEMENT**

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

**Authorized By:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

**Accepted By INPUT:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

\_\_\_\_\_

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date





## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$\_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$\_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date





## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and it's attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

\_\_\_\_\_

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

\_\_\_\_\_

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date



## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ( ) Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ( ) Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date





## Service Renewal Agreement

# INPUT's Customer Service Program - Europe (CSPE)

To: INPUT, 1280 Villa Street, Mountain View, CA 94041-1194, (415) 961-3300

**Yes!** Please enter our subscription to INPUT's Customer Service Program - Europe (CSPE) at the fee of \$16,800.

### TERM OF SUBSCRIPTION

The initial term of this subscription will be for twelve (12) consecutive months beginning January 1, 1988. The subscription will automatically renew for each succeeding year unless INPUT receives written notice sixty (60) days prior to the start of each renewal period. The fees for INPUT services defined in this Agreement and its attachments will be invoiced each year at INPUT fees then in effect, due and payable on or before the start of the program subscription period.

### TERMS OF PAYMENT

Payment in full is due within 30 days of invoice date. INPUT will add California sales tax, if applicable.

- ☐ Enclosed is my check in the amount of \$ \_\_\_\_\_.
- ☐ Bill my company on purchase order number \_\_\_\_\_ in the amount of \$ \_\_\_\_\_.

### CONDITIONS AGREEMENT

The information provided shall be used only by the employees of and within the current corporate structure of the client and will not be disclosed to any other organization or person including parent, subsidiary, or affiliated organizations without written consent of INPUT. INPUT exercises its best efforts in preparation of the information provided under this Agreement and believes the information contained therein to be accurate. However, INPUT shall have no liability for any loss or expense which may result from incompleteness or inaccuracy of the information provided. INPUT reserves the right to change or modify the content of the program in response to changing client requirements.

#### Authorized By:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

\_\_\_\_\_  
Client Organization

\_\_\_\_\_  
Address

#### Accepted By INPUT:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

